

State of Hawaii
Department of Human Services
Benefit, Employment and Support Services Division
Employment and Training Program Office

Request for Proposals

HMS-903-15-05-S SUBSIDIZED EMPLOYMENT SERVICES FOR ELIGIBLE RECIPIENTS OF TEMPORARY ASSISTANCE FOR NEEDY FAMILIES (TANF)

“SUPPORTING EMPLOYMENT EMPOWERMENT (SEE) PROGRAM”

February 25, 2015

February 25, 2015

REQUEST FOR PROPOSALS

SUBSIDIZED EMPLOYMENT SERVICES FOR ELIGIBLE RECIPIENTS OF TEMPORARY ASSISTANCE FOR NEEDY FAMILIES (TANF) “SUPPORTING EMPLOYMENT EMPOWERMENT (SEE) PROGRAM”

The Department of Human Services (DHS), Benefit, Employment and Support Services Division (BESSD), Employment and Training Program Office (ETPO), requests proposals from qualified applicants to provide TANF recipients with meaningful subsidized employment opportunities to prepare them with the necessary work skills to obtain full-time unsubsidized employment leading to self-sufficiency.

The initial contract term will be from July 1, 2015 through June 30, 2016. The contract may be extended through June 30, 2019.

Proposals shall be mailed, postmarked by the United States Postal Service (USPS) on or before April 2, 2015, and received no later than ten (10) days from the submittal deadline. Hand delivered proposals shall be received **no later than 4:30 p.m.**, Hawaii Standard Time (HST), on April 2, 2015, at the drop-off site designated on the Proposal Mail-in and Delivery Information Sheet. Proposals postmarked or hand delivered after the submittal deadline shall be considered late and rejected. There are no exceptions to this requirement.

The Employment and Training Program Office will be conducting an Orientation on March 10, 2015, 9:00am – 10:30am, at 820 Mililani Street, Suite 606, Honolulu, Hawaii, 96813.

The deadline for submission of written questions is 4:30 p.m., HST, on March 17, 2015. All written questions will receive a written response from the State on or about March 27, 2015.

Any inquiries and requests regarding this RFP should be directed to:

Iva Cain
820 Mililani Street, Suite 606
Honolulu, Hawaii 96813
Telephone: (808) 586-7068
Fax: (808) 586-7444
E-mail: ICain@dhs.hawaii.gov

PROPOSAL MAIL-IN AND DELIVERY INFORMATION SHEET

NUMBER OF COPIES TO BE SUBMITTED: Original plus 3 copies

ALL MAIL-INS SHALL BE POSTMARKED BY THE UNITED STATES POSTAL SERVICE (USPS) NO LATER THAN **April 2, 2015** and received by the state purchasing agency no later than ten (10) days from the submittal deadline.

All Mail-ins

Department of Human Services
Benefit, Employment and Support Services Division
Employment and Training Program Office
820 Mililani Street, Suite 606
Honolulu, Hawaii 96813

DHS RFP COORDINATOR

Iva Cain
Phone: (808) 586-7068
FAX: (808) 586-5744
E-mail: ICain@dhs.hawaii.gov

ALL HAND DELIVERIES SHALL BE ACCEPTED AT THE FOLLOWING SITES UNTIL **4:30 P.M., Hawaii Standard Time (HST), April 2, 2015**. Deliveries by private mail services such as FEDEX shall be considered hand deliveries. Hand deliveries shall not be accepted if received after 4:30 p.m., **April 2, 2015**.

Drop-off Sites

HAND DELIVERIES will be accepted at:
Department of Human Services
Benefit, Employment and Support Services Division
820 Mililani Street, Suite 606
Honolulu, Hawaii 96813

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Section 1

Administrative Overview

Section 1

Administrative Overview

Applicants are encouraged to read each section of the RFP thoroughly. While sections such as the administrative overview may appear similar among RFPs, state purchasing agencies may add additional information as applicable. It is the responsibility of the applicant to understand the requirements of *each* RFP.

1.1 Procurement Timetable

Note that the procurement timetable represents the State's best estimated schedule. If an activity on this schedule is delayed, the rest of the schedule will likely be shifted by the same number of days. Contract start dates may be subject to the issuance of a notice to proceed.

<u>Activity</u>	<u>Scheduled Date</u>
Public notice announcing Request for Proposals (RFP)	February 25, 2015
Distribution of RFP	February 25, 2015
RFP orientation session	March 10, 2015
Closing date for submission of written questions for written responses	March 17, 2015
State purchasing agency's response to applicants' written questions	March 27, 2015
Discussions with applicant prior to proposal submittal deadline (optional)	N/A
Proposal submittal deadline	April 2, 2015
Discussions with applicant after proposal submittal deadline (optional)	N/A
Final revised proposals (optional)	N/A
Proposal evaluation period	April 7, 2015 to April 13, 2015.
Provider selection	April 14, 2015
Notice of statement of findings and decision	April 14, 2015
Contract start date	July 1, 2015

1.2 Website Reference

Item	Website
1 Procurement of Health and Human Services	http://spo.hawaii.gov/for-vendors/vendor-guide/methods-of-procurement/health-human-services/competitive-purchase-of-services-procurement-method/cost-principles-table-hrs-chapter-103f-2/
2 RFP website	http://spo.hawaii.gov/for-vendors/bidding-opportunities/
3 Hawaii Revised Statutes (HRS) and Hawaii Administrative Rules (HAR) for Purchases of Health and Human Services	http://spo.hawaii.gov Click on the "References" tab.
4 General Conditions, AG-103F13	http://hawaii.gov/forms/internal/department-of-the-attorney-general/ag-103f13/view
5 Forms	http://spo.hawaii.gov Click on the "Forms" tab.
6 Cost Principles	http://spo.hawaii.gov Search: Keywords "Cost Principles"
7 Protest Forms/Procedures	http://spo.hawaii.gov/for-vendors/vendor-guide/protests-for-health-and-human-services/
8 Hawaii Compliance Express (HCE)	http://spo.hawaii.gov/hce/
9 Hawaii Revised Statutes	http://capitol.hawaii.gov/hrscurrent
10 Department of Taxation	http://tax.hawaii.gov
11 Department of Labor and Industrial Relations	http://labor.hawaii.gov
12 Department of Commerce and Consumer Affairs, Business Registration	http://cca.hawaii.gov click "Business Registration"
13 Campaign Spending Commission	http://ags.hawaii.gov/campaign/
14 Internal Revenue Service	http://www.irs.gov/
(Please note: website addresses may change from time to time. If a State link is not active, try the State of Hawaii website at http://hawaii.gov)	

1.3 Authority

This RFP is issued under the provisions of the Hawaii Revised Statutes (HRS) Chapter 103F and its administrative rules. All prospective applicants are charged with presumptive knowledge of all requirements of the cited authorities. Submission of a valid executed proposal by any prospective applicant shall constitute admission of such knowledge on the part of such prospective applicant.

1.4 RFP Organization

This RFP is organized into five sections:

Section 1, Administrative Overview: Provides applicants with an overview of the procurement process.

Section 2, Service Specifications: Provides applicants with a general description of the tasks to be performed, delineates provider responsibilities, and defines deliverables (as applicable).

Section 3, Proposal Application Instructions: Describes the required format and content for the proposal application.

Section 4, Proposal Evaluation: Describes how proposals will be evaluated by the state purchasing agency.

Section 5, Attachments: Provides applicants with information and forms necessary to complete the application.

1.5 Contracting Office

The Contracting Office is responsible for overseeing the contract(s) resulting from this RFP, including system operations, fiscal agent operations, and monitoring and assessing provider performance. The Contracting Office is:

Department of Human Services
Benefit, Employment and Support Services Division
Employment and Training Program Office
820 Mililani Street, Suite 606
Honolulu, Hawaii 96813
RFP Contact: Iva Cain

1.6 RFP Point-of-Contact

From the release date of this RFP until the selection of the successful provider(s), any inquiries and requests shall be directed to the sole point-of-contact identified below.

Iva Cain
Telephone: (808) 586-7068
FAX: (808) 586-5744
E-mail: ICain@dhs.hawaii.gov

1.7 Orientation

An orientation for applicants in reference to the request for proposals will be held as follows:

Date: March 10, 2015 **Time:** 9:00 am – 10:30am
Location: Benefit, Employment and Support Services Division
820 Mililani Street, Suite 606, Honolulu, HI 96813

Applicants are encouraged to submit written questions prior to the orientation. Impromptu questions will be permitted at the orientation and spontaneous answers provided at the state purchasing agency's discretion. However, answers provided at the orientation are only intended as general direction and may not represent the state purchasing agency's position. Formal official responses will be provided in writing. To ensure a written response, any oral questions should be submitted in writing following the close of the orientation, but no later than the submittal deadline for written questions indicated in the subsection 1.8, Submission of Questions.

1.8 Submission of Questions

Applicants may submit questions to the RFP point-of-contact identified in Section 1.6. Written questions should be received by the date and time specified in Section 1.1 Procurement Timetable. The purchasing agency will respond to written questions by way of an addendum to the RFP.

Deadline for submission of written questions:

Date: March 17, 2015 **Time:** 4:30PM HST

State agency responses to applicant written questions will be provided by:

Date: March 27, 2015

1.9 Submission of Proposals

A. **Forms/Formats** - Forms, with the exception of program specific requirements, may be found on the State Procurement Office website referred to in Section 1.2, Website Reference. Refer to the Section 5, Proposal Application Checklist for the location of program specific forms.

1. **Proposal Application Identification (Form SPOH-200).** Provides applicant proposal identification.
2. **Proposal Application Checklist.** The checklist provides applicants specific program requirements, reference and location of required RFP proposal

forms, and the order in which all proposal components should be collated and submitted to the state purchasing agency.

3. **Table of Contents.** A sample table of contents for proposals is located in Section 5, Attachments. This is a sample and meant as a guide. The table of contents may vary depending on the RFP.
 4. **Proposal Application (Form SPOH-200A).** Applicant shall submit comprehensive narratives that address all proposal requirements specified in Section 3, Proposal Application Instructions, including a cost proposal/budget, if required.
- B. **Program Specific Requirements.** Program specific requirements are included in Sections 2 and 3, as applicable. Required Federal and/or State certifications are listed on the Proposal Application Checklist in Section 5.
- C. **Multiple or Alternate Proposals.** Multiple or alternate proposals shall not be accepted unless specifically provided for in Section 2. In the event alternate proposals are not accepted and an applicant submits alternate proposals, but clearly indicates a primary proposal, it shall be considered for award as though it were the only proposal submitted by the applicant.
- D. **Provider Compliance.** All providers shall comply with all laws governing entities doing business in the State.
- **Tax Clearance.** Pursuant to HRS §103-53, as a prerequisite to entering into contracts of \$25,000 or more, providers are required to have a tax clearance from the Hawaii State Department of Taxation (DOTAX) and the Internal Revenue Service (IRS). Refer to Section 1.2, Website Reference for DOTAX and IRS website address.
 - **Labor Law Compliance.** Pursuant to HRS §103-55, providers shall be in compliance with all applicable laws of the federal and state governments relating to workers' compensation, unemployment compensation, payment of wages, and safety. Refer to Section 1.2, Website Reference for the Department of Labor and Industrial Relations (DLIR) website address.
 - **Business Registration.** Prior to contracting, owners of all forms of business doing business in the state except sole proprietorships, charitable organizations, unincorporated associations and foreign insurance companies shall be registered and in good standing with the Department of Commerce and Consumer Affairs (DCCA), Business Registration Division. Foreign insurance companies must register with DCCA, Insurance Division. More information is on the DCCA website. Refer to Section 1.2, Website Reference for DCCA website address.

Providers may register with Hawaii Compliance Express (HCE) for online compliance verification from the DOTAX, IRS, DLIR, and DCCA. There is a nominal annual registration fee (currently \$12) for the service. The HCE's online "Certificate of Vendor Compliance" provides the registered provider's current

compliance status as of the issuance date, and is accepted for both contracting and final payment purposes. Refer to Section 1.2, Website Reference, for HCE's website address.

Providers not utilizing the HCE to demonstrate compliance shall provide paper certificates to the purchasing agency. All applications for applicable clearances are the responsibility of the providers. All certificates must be valid on the date it is received by the purchasing agency. The tax clearance certificate shall have an original green certified copy stamp and shall be valid for six months from the most recent approval stamp date on the certificate. The DLIR certificate is valid for six months from the date of issue. The DCCA certificate of good standing is valid for six months from date of issue.

- E. **Wages Law Compliance.** If applicable, by submitting a proposal, the applicant certifies that the applicant is in compliance with HRS §103-55, Wages, hours, and working conditions of employees of contractors performing services. Refer to Section 1.2, Website Reference for statutes and DLIR website address.
- F. **Campaign Contributions by State and County Contractors.** HRS §11-355 prohibits campaign contributions from certain State or county government contractors during the term of the contract if the contractors are paid with funds appropriated by a legislative body. Refer to Section 1.2, Website Reference for statutes and Campaign Spending Commission website address.
- G. **Confidential Information.** If an applicant believes any portion of a proposal contains information that should be withheld as confidential, the applicant shall request in writing nondisclosure of designated proprietary data to be confidential and provide justification to support confidentiality. Such data shall accompany the proposal, be clearly marked, and shall be readily separable from the proposal to facilitate eventual public inspection of the non-confidential sections of the proposal.

Note that price is not considered confidential and will not be withheld.

- H. **Proposal Submittal.** All mail-ins shall be postmarked by the United States Postal System (USPS) and received by the State purchasing agency no later than the submittal deadline indicated on the attached Proposal Mail-in and Delivery Information Sheet, or as amended. All hand deliveries shall be received by the State purchasing agency by the date and time designated on the Proposal Mail-In and Delivery Information Sheet, or as amended. Proposals shall be rejected when:
 1. Postmarked after the designated date; or
 2. Postmarked by the designated date but not received within 10 days from the submittal deadline; or
 3. If hand delivered, received after the designated date and time.

The number of copies required is located on the Proposal Mail-In and Delivery Information Sheet. Deliveries by private mail services such as FEDEX shall be considered hand deliveries and shall be rejected if received after the submittal deadline. Dated USPS shipping labels are not considered postmarks.

1.10 Discussions with Applicants

- A. **Prior to Submittal Deadline.** Discussions may be conducted with potential applicants to promote understanding of the purchasing agency's requirements. Note: The purchasing agency will not exercise this option.
- B. **After Proposal Submittal Deadline.** Discussions may be conducted with applicants whose proposals are determined to be reasonably susceptible of being selected for award, but proposals may be accepted without discussions, in accordance with HAR §3-143-403. Note: The purchasing agency will not exercise this option.

1.11 Opening of Proposals

Upon the state purchasing agency's receipt of a proposal at a designated location, proposals, modifications to proposals, and withdrawals of proposals shall be date-stamped, and when possible, time-stamped. All documents so received shall be held in a secure place by the state purchasing agency and not examined for evaluation purposes until the submittal deadline.

Procurement files shall be open to public inspection after a contract has been awarded and executed by all parties.

1.12 Additional Materials and Documentation

Upon request from the state purchasing agency, each applicant shall submit additional materials and documentation reasonably required by the state purchasing agency in its evaluation of the proposals.

1.13 RFP Amendments

The State reserves the right to amend this RFP at any time prior to the closing date for final revised proposals.

1.14 Final Revised Proposals

If requested, final revised proposals shall be submitted in the manner and by the date and time specified by the state purchasing agency. If a final revised proposal is not submitted, the previous submittal shall be construed as the applicant's final revised proposal. *The applicant shall submit only the section(s) of the proposal that are amended, along with the Proposal Application Identification Form (SPOH-200).* After final revised proposals are received, final evaluations will be conducted for an award. Note: The purchasing agency will not exercise this option.

1.15 Cancellation of Request for Proposal

The RFP may be canceled and any or all proposals may be rejected in whole or in part, when it is determined to be in the best interest of the State.

1.16 Costs for Proposal Preparation

Any costs incurred by applicants in preparing or submitting a proposal are the applicants' sole responsibility.

1.17 Provider Participation in Planning

Provider(s), awarded a contract resulting from this RFP,

☐ are required

☒ are not required

to participate in the purchasing agency's future development of a service delivery plan pursuant to HRS §103F-203.

Provider participation in a state purchasing agency's efforts to plan for or to purchase health and human services prior to the release of a RFP, including the sharing of information on community needs, best practices, and providers' resources, shall not disqualify providers from submitting proposals, if conducted in accordance with HAR §§3-142-202 and 3-142-203.

1.18 Rejection of Proposals

The State reserves the right to consider as acceptable only those proposals submitted in accordance with all requirements set forth in this RFP and which demonstrate an understanding of the problems involved and comply with the service specifications. Any proposal offering any other set of terms and conditions contradictory to those included in this RFP may be rejected without further notice.

A proposal may be automatically rejected for any one or more of the following reasons:

- (1) Rejection for failure to cooperate or deal in good faith. (HAR §3-141-201)
- (2) Rejection for inadequate accounting system. (HAR §3-141-202)
- (3) Late proposals (HAR §3-143-603)
- (4) Inadequate response to request for proposals (HAR §3-143-609)
- (5) Proposal not responsive (HAR §3-143-610(a)(1))
- (6) Applicant not responsible (HAR §3-143-610(a)(2))

1.19 Notice of Award

A statement of findings and decision shall be provided to each responsive and responsible applicant by mail upon completion of the evaluation of competitive purchase of service proposals.

Any agreement arising out of this solicitation is subject to the approval of the Department of the Attorney General as to form, and to all further approvals, including the approval of the Governor, required by statute, regulation, rule, order or other directive.

No work is to be undertaken by the provider(s) awarded a contract prior to the contract commencement date. The State of Hawaii is not liable for any costs incurred prior to the official starting date.

1.20 Protests

Pursuant to HRS §103F-501 and HAR Chapter 148, an applicant aggrieved by an award of a contract may file a protest. The Notice of Protest form, SPOH-801, and related forms are available on the SPO website. Refer to Section 1.2, Website Reference for website address. Only the following matters may be protested:

- (1) A state purchasing agency's failure to follow procedures established by Chapter 103F of the Hawaii Revised Statutes;
- (2) A state purchasing agency's failure to follow any rule established by Chapter 103F of the Hawaii Revised Statutes; and
- (3) A state purchasing agency's failure to follow any procedure, requirement, or evaluation criterion in a request for proposals issued by the state purchasing agency.

The Notice of Protest shall be postmarked by USPS or hand delivered to 1) the head of the state purchasing agency conducting the protested procurement and 2) the procurement officer who is conducting the procurement (as indicated below) within five working days of the postmark of the Notice of Findings and Decision sent to the protestor. Delivery services other than USPS shall be considered hand deliveries and considered submitted on the date of actual receipt by the state purchasing agency.

Head of State Purchasing Agency	Procurement Officer
Name: Rachael Wong, DrPH	Name: Scott Nakasone
Title: Director Department of Human Services	Title: Division Administrator Benefit, Employment and Support Services Division
Mailing Address: P.O. Box 339 Honolulu, HI 96809-0339	Mailing Address: 820 Mililani Street, Suite 606 Honolulu, HI 96813
Business Address: 1390 Miller Street, Honolulu, HI 96813	Business Address: 820 Mililani Street, Suite 606 Honolulu, HI 96813

1.21 Availability of Funds

The award of a contract and any allowed renewal or extension thereof, is subject to allotments made by the Director of Finance, State of Hawaii, pursuant to HRS Chapter 37, and subject to the availability of State and/or Federal funds.

1.22 General and Special Conditions of Contract

The general conditions that will be imposed contractually are on the SPO website. Special conditions may also be imposed contractually by the state purchasing agency, as deemed necessary.

1.23 Cost Principles

To promote uniform purchasing practices among state purchasing agencies procuring health and human services under HRS Chapter 103F, state purchasing agencies will utilize standard cost principles as outlined on the SPO website. Refer to Section 1.2 Website Reference for website address. Nothing in this section shall be construed to create an exemption from any cost principle arising under federal law.

Section 2

Service Specifications

Section 2

Service Specifications

2.1 Introduction

A. Overview, purpose or need

The Department of Human Services, hereinafter known as the “Department”, is requesting proposals from qualified applicants to provide subsidized employment services for an established program entitled the SEE (Supporting Employment Empowerment) Program for eligible recipients of Temporary Assistance for Needy Families (TANF). As a requirement of TANF eligibility, TANF families participate in the Department’s welfare to work program known as the First-To-Work (FTW) program where they are required to meet work participation standards as defined by Public law 104-193, “Personal Responsibility and Work Opportunity Reconciliation Act of 1996, and by the Deficit Reduction Act of 2005 (DRA) rules. The SEE Program will provide subsidized employment opportunities to aid in the effort to help TANF participants meet their work participation requirements on their path to becoming self-sufficient. Subsidized employment means any position whereby the Department will reimburse a qualified SEE employer, who hires an eligible TANF participant, at a subsidized rate.

The purpose of the SEE Program is to engage prospective employers primarily from the private sector in the welfare-to-work effort, with the goal of providing appropriate and meaningful subsidized employment opportunities to TANF recipients, hereinafter known as “participants”, active with the FTW program administered by the Department. The selected SEE provider will be asked to outreach to employers and establish a solid networking base, develop employment sites and job opportunities, and place FTW participants primarily in subsidized employment positions, but also in unsubsidized employment positions whenever possible. The selected SEE provider is expected to provide job coaching to the participants to ensure that they are equipped to begin employment. The SEE Program Provider will also issue reimbursements to employers participating in the SEE Program.

Services procured through this RFP are estimated to begin by **July 1, 2015** or upon full contract execution, whichever is later.

B. Planning activities conducted in preparation for this RFP

A request for Information (RFI) was posted on December 19, 2014. Information provided was reviewed and where applicable incorporated into this solicitation.

C. Description of the service goals

The goal of this service is to provide FTW participants with meaningful subsidized employment in various industry fields that will prepare them with the necessary work skills to obtain full-time unsubsidized employment leading to self-sufficiency.

D. Description of the target population to be served

The SEE service is available to all FTW participants statewide, especially, any participants not already engaged in viable unsubsidized or subsidized employment or in an educational or job readiness activity. Specific referral expectations are set out in regulations and program instructions.

The population to be served is comprised of work eligible adults and teen heads of households who are receiving TANF benefits to include:

1. Single-Parent Households

The Department defines as single-parent household as a family with a single custodial parent or a single caretaker relative.

2. Two-Parent Households

The Department defines a two-parent household as a family where two adults have at least one common child and reside together in the same household.

3. Non-Citizen Households

The Department defines a non-citizen household as:

- a) A family that has at least one member who is lawfully admitted for permanent residence; or
- b) A family who is granted admission to the United States under the provision of Public Law 99-239, the Compact of Free Association of 1985 with respect to the Republic of Palau, the Republic of Marshall Islands, and the Federated States of Micronesia.

4. Other Work Eligible Households

The Department defines an "other work eligible" household as a family where an adult(s) is deemed to be temporarily incapacitated and unable to meet the minimum work participation requirements mandated by the DRA. This population is serviced by the Department's contracted FTW Vocational Rehabilitation (VR) offices.

The Department reserves the right to change the target population, after thirty (30) days' notice being afforded to the awarded Provider (s) affected, for the duration of the awarded Contract period.

E. Geographic coverage of service

This service is being procured statewide for about twenty-two (22) FTW units.

The FTW units servicing single parent households, who are U.S. citizens and work eligible individuals, are located in the following areas:

1. Hawai'i (3 units): Hilo (2) and Kona
2. Kauai (1 unit)
3. Maui (1 unit)
4. Oahu (6 units): Honolulu (2), Kailua, Wahiawa, Waipahu, Waianae

The FTW units currently servicing two-parent and non-citizen households and "other work eligible", FTW-VR, individuals are located in the following areas:

1. Hawai'i (4 units which include 2 VR units): Hilo (2) and Kona (2)
2. Kauai (2 units which include 1 VR unit)
3. Maui (2 units which include 1 VR unit)
4. Oahu (4 units which include 2 VR units): Honolulu (2) and West Oahu (2)

F. Probable funding amounts, source, and period of availability

The procurement is expected to be state-funded.

The Department intends to award one contract to a Provider for a total funding of One Million Seven Hundred Thousand dollars (\$1,700,000.00) for the initial contract period. Interested applicants must submit a proposal describing how they propose to deliver the service statewide.

2.2 Contract Monitoring and Evaluation

The criteria by which the performance of the contract will be monitored and evaluated are:

- (1) Performance/Outcome Measures;
- (2) Output Measures;
- (3) Quality of Care/Quality of Services;
- (4) Financial Management; and
- (5) Administrative Requirements.

2.3 General Requirements

A. Specific qualifications or requirements, including but not limited to licensure or accreditation

The Provider shall comply with Chapter 103F, HRS, and Cost Principles for Purchases of Health and Human Services identified in SPO-H-201, which can be found on the SPO website (see Section 5, POS Proposal Checklist, for the website address).

The general conditions that will be imposed contractually are on the SPO website. Special conditions may also be imposed contractually by the Department, as deemed necessary.

B. Secondary purchaser participation
(Refer to HAR §3-143-608)

After-the-fact secondary purchases

Will be allowed.

Planned secondary purchases

None

C. Multiple or alternate proposals
(Refer to HAR §3-143-605)

☐ Allowed ☒ Unallowed

D. Single or multiple contracts to be awarded
(Refer to HAR §3-143-206)

☒ Single ☐ Multiple ☐ Single & Multiple

E. Single or multi-term contracts to be awarded
(Refer to HAR §3-149-302)

☐ Single term (2 years or less) ☒ Multi-term (more than 2 years)

1. Contract terms

Initial term of contract: July 1, 2015 through June 30, 2016.

Contract extensions thereafter: Up to twelve (12) months.

Number of possible extensions: Three (3)

Maximum length of contract: Not to exceed June 30, 2019

The Department expects that the initial period will commence on the contract start date.

2. Conditions for extensions

Extensions must be initiated by the Department through a supplemental contract fully executed by the Department and the Provider.

2.4 Scope of Work

The ultimate goal of the SEE program is to have SEE staff presence in each FTW unit statewide to assist participants to quickly become employed and move toward self-sufficiency by progressing from short-term subsidized to long term unsubsidized employment. The selected Provider is expected to outreach to employers and establish strong employer partnerships, develop subsidized employment opportunities, ensure that referred individuals are job ready, place individuals in the developed employment sites, and monitor the progress of placements. When developing employment opportunities, the Provider should account for current job market demands and trends and also work in collaboration with local educational and vocational training institutions to connect FTW participants in educational activities to prospective jobs related to their field of study. Once a participant is employed through the SEE program, the Provider will be responsible to issue employer reimbursement payments.

The scope of work encompasses the following tasks and responsibilities:

A. Service Activities

The Provider is expected to develop a solid networking base and establish partnerships with the employer community in an effort to secure a variety of subsidized employment opportunities and, subsequently, to place FTW participants in subsidized employment with these employers for no less than twenty-four (24) hours a week but no more than 40 hours per week.

The Provider will provide services in accordance with the following functions:

1. Employer Outreach and Partnership Development

A key function is outreach and marketing to the business community to elicit employers' willingness to provide subsidized employment opportunities. This includes, but not limited to:

- a. Attending all locally sponsored career or business events and job fairs to network and market the SEE Program to potential employers and cultivate a strong network base and reinforce current employer partnerships;
- b. Conducting at least two (2) SEE employer job fairs per contract year on each island listed 2.1.E above made available to all unemployed or underemployed FTW participants;

- c. Collaborating with FTW case managers, educational institutions, and potential employers to create opportunities for participants attending school to be placed in job opportunities in accordance with their field of study;
- d. Developing all necessary marketing tools such as brochures and presentation materials in consultation with the Department and subject to the Department's approval. All such materials shall remain the property of the Department upon termination of the contract;
- e. Promoting SEE opportunities to the employer community through organizations such as the Chamber Commerce of Hawaii and Kapolei Chamber of Commerce.
- f. Contacting and conducting marketing presentations to employers who can potentially qualify for SEE Program.

2. SEE Employment Site Development

Based on employer partnerships developed, responsibilities for this function include but are not limited to:

- a. Establishing job vacancies at each SEE employer site;
- b. Obtaining information from the prospective employer regarding the nature of employment, including hiring and skill requirements;
- c. Recognizing potential unsubsidized employment placement opportunities with employer partners that do not have current SEE job openings;
- d. Maintaining an updated employer partnership listing;
- e. Reporting data pertaining to employer recruitment and employment development;
- f. Tracking employer hiring, developing, and retention patterns of FTW participants;
- g. Developing job orders and maintaining a job orders listing for distribution to FTW units;
- h. Meeting with Department officials on a routine basis to discuss the status of the Program; and
- i. Preparing and submitting reports as required by the Department.

3. SEE Employment Placement and Follow-up

Responsibilities for this function include but are not limited to:

- a. Making contact with participants within 48 hours of referral;
- b. Receiving referrals to the SEE Program and conducting an intake within 10 business days from the date of referral;
- c. Assess and follow up with participant job readiness by assisting in resume development or update, conducting mock interviews, and discussing work

- etiquette and attire, preparedness for work, i.e. available childcare, transportation, state medical insurance, and etc.;
- d. Referring qualified participants to the SEE employer;
- e. Placing 24% of FTW participant referrals in subsidized employment;
- f. Formalizing agreements with employers;
- g. Ensuring that at least 11% of all FTW participant referrals to the SEE program continue on to unsubsidized employment after SEE agreement ends;
- h. Terminating agreements with employers for cause or otherwise;
- i. Evaluating SEE participants' progress as needed, or at a minimum, through monthly site visits;
- j. Conducting post-employment evaluation for participant and employer; and
- k. Reporting data pertaining to employee placement, performance, and retention.

4. **SEE Employer's Responsibilities**

The Provider ensures that the SEE employer:

- a. Is registered with Hawaii Compliance Express (HCE);
- b. Is compliant with Department of Commerce and Consumer Affairs (DCCA), Department of Taxation (DoTax), Internal Revenue Service (IRS), and the Department of Labor and Industrial Relations (DLIR);
- c. Completes all necessary steps to obtain SEE portal access in order to set up all banking and direct payment information;
- d. Agrees to employ the participant, preferably full-time, but no less than 24 hours per week;
- e. Pays the SEE participant at a rate that is comparable to the pay of other employees in similar positions;
- f. Provides the SEE participant working conditions that are substantially similar to other employees in comparable positions;
- g. Provides the supervision, training, and guidance necessary to enable the participant to develop basic work habits, and to become more employable; and
- h. Completes a monthly invoice and a participant post-employment evaluation.

5. **SEE Employer Payments**

The SEE Provider ensures that the employer pays the SEE employee wages at par with the market rate for the position offered. The Department will reimburse the employer at a subsidized rate determined by the Department based on the availability of funds for no less than 24 hours per week and no more than 40 hours per week.

The Provider will be informed of the rate of subsidy via regulations and program instructions.

6. SEE Employer Reimbursement Process

The Provider is responsible for processing all invoices submitted timely by the employers by entering the pertinent data, including employer information, hours worked and wages earned by the participant into the Hawaii Automated Network Assistance (HANA) system. This process, including all required forms used for this purpose, is detailed in the regulations and program instructions.

7. Interpreter Services

The Provider is required to offer language assistance to participants with limited English proficiency from a multicultural referral base at no cost. The Provider is also required to document the offer and whether the participant declines or accepts the language assistance. The Provider is responsible for the cost of the interpreters, and is prohibited from requiring participants to bring their own interpreters to intake sessions, interviews or other appointments.

8. Medical Coverage

The Provider promotes to the employer that the Department will ensure that the participant has medical coverage prior to the start of employment.

B. Management Requirements (Minimum and/or mandatory requirements)

1. Personnel

The Provider provides and maintains adequate staffing to service the designated FTW offices described in section 2.1.E. of this RFP. Adequate staffing, at a minimum, is defined as staffing that is able to address the functions detailed in Section 2.4.A above.

The Provider must provide the position descriptions, minimum qualifications for each position, proposed staffing ratios, and the basis and rationale for the staffing pattern proposed.

After the award of the contract, the Provider will be required to submit a detailed specification of all staff and their qualifications for review by the Department. Project activities cannot commence until the Department has approved the configuration of staff and their respective qualifications.

The Provider is responsible for the continuity of services in the event of staff illness, medical emergencies, vacancies, or other situations that result in

program resources that are less than proposed and contracted for, and cannot require nor depend on the State agency's staff to provide services in the event that program resources are not available due to the above situations.

Lastly, the Provider is responsible for the continuity of services to FTW participants and current SEE employers, and that service is not disrupted in the transition to the new contract period effective July 1, 2015. The Provider shall submit a transition plan describing how this will be met and is subject to the review, input, and approval of the Department. No service activities will begin until a plan has been approved.

2. **Administrative**

Hours of Operation: Normal hours of operation shall be 7:45am to 4:30pm, Mondays through Fridays, excluding State Holidays.

Division Procedures: The Provider shall follow procedures established by the Department, including using HANA to enter logs of contact regarding all SEE referrals and placement activities, inputting SEE agreements, and processing SEE employer invoices for reimbursement.

Equipment: The Provider is responsible to purchase or lease, with the available funding, all necessary furniture and equipment needed to perform the services. Allowed purchases/leases include office equipment, chairs, desks, file cabinets, bookcases, copiers, facsimile machines, mail meter, desk telephones for the staff, and adequate furniture for a small reception area, as needed, within the limitations of the Chapter 103F "Cost Principles." Equipment purchased with these government funds shall be the property of the Department. The Provider must be on the Department network, therefore, the Department will purchase network equipment, computer packages, and printers, as needed.

Execution of Contract: The Provider will be required to enter into a formal written contract with the Department in accordance with the laws, rules and regulations of the State of Hawaii.

The stated requirements appearing elsewhere in this RFP shall become part of the terms and conditions of the resulting contract. Any deviations thereof must be specifically defined by the applicant in its proposal which, if successful, will become part of this contract.

The funds available for this project are limited. The Department reserves the rights to contract for only those services which appear to be in the best interests of the Department.

The Department reserves the right to cancel the contract without cause and to request new proposals for the work. Upon award of the work, the Department

will forward the formal contract to the awardee for execution. The contract shall be signed by the awardee and returned, together with required insurance documents (including indemnification), and other supporting documents, within ten (10) calendar days after receipt by the Provider, or within such further time as the Director may allow.

No such contract shall be binding upon the Department until the contract has been fully and properly executed by all parties thereto and the State Comptroller has, in accordance with Section 103-39, Hawaii Revised Statutes, endorsed thereon his certificate that there is an appropriation or balance of an appropriation over and above all outstanding contracts, sufficient to cover the amount required by the contract during the fiscal year. Further, the contract shall not be considered to be fully executed until the Department of the Attorney General of the State of Hawaii has approved the contract as to form.

No Supplementary Contract shall be binding upon the Department until the contract has been fully and properly executed by all parties thereto prior to the start date of Contract. The Provider shall not provide any services until the Contract is fully and properly executed.

Any work performed by the Provider prior to execution of the contract shall be at the Provider's own risk and expense. The State of Hawaii and the Department are not and will not be liable for any work, contract costs, expenses, loss of profits or damages whatsoever incurred by the Provider prior to the execution of the contract.

3. Quality assurance and evaluation specifications

The proposal shall be evaluated based upon performance as described in this section and discussed above in Section 2.4, Scope of Work. The proposal shall also be reviewed for overall cost effectiveness based upon the overall cost compared to the performance outcome.

4. Output and performance/outcome measurements

The performance of the Provider shall be measured by the reporting specifications described in Subsection 2.4, Item B.7, Reporting requirements for program and fiscal data, and shall include data pertaining to but is not limited to the following:

- a. Quality and quantity of employer partnerships and all activities involved in this effort;
- b. Development of subsidized employment sites;
- c. Timely intake, placement, retention, and ongoing monitoring of FTW participants engaged in SEE subsidized employment;
- d. Successful transition of SEE participants from subsidized to unsubsidized employment placements;

- e. Timely and efficient issuance of SEE payments; and
- f. Follow up for current and post SEE employment placements.

5. **Experience**

The applicant must demonstrate a thorough understanding of the purpose and scope of the service activities, as well as the necessary skills, abilities, and knowledge of, and experience relating to the delivery of the proposed services.

A proven track record, validated by business references, of marketing and providing manpower services to a wide spectrum of businesses, including those that utilize a labor force composed substantially of low-skilled workers.

6. **Coordination of services**

The applicant must demonstrate the capability to coordinate services and to collaborate with the other offices within the Department, other providers, government agencies, and resources in the community relating to the delivery of the proposed services.

The Provider may utilize subcontracting as a means of delivering the services, however such subcontracting may not exceed 40% of the Provider's obligation to the delivery of services.

7. **Reporting requirements for program and fiscal data**

a) **SEE Monthly Report**

The Provider will be required to submit a monthly program report and a monthly invoice for payment. The monthly program report shall provide both an unduplicated count for the reporting month, as well as an unduplicated cumulative count for the contract period. The Department will provide the standard format for the reports and may further refine these reporting requirements based on evaluation of the services. The Provider will be required to submit any other necessary information or reports upon request by the Department.

The standard SEE monthly program report includes, but is not limited to the data listed below per island:

- i. Number of unduplicated subsidized employment sites developed in the report month;
- ii. Total number of unduplicated employment sites developed from beginning of contract period;
- iii. Number of employer partnerships developed;
- iv. Cumulative number of employer partnerships developed;

- v. Number of community job fairs attended;
- vi. Number of SEE employer job fairs conducted (minimum twice per contract year);
- vii. Number of SEE referrals received per FTW unit in sub-section 2.1,E ;
- viii. Number of SEE referrals engaged timely (within 2 business days of referral date);
- ix. Number of SEE intake appointments conducted (within 10 business days of intake);
- x. Number of subsidized placements;
- xi. Number of participants referred back to FTW Case Managers for non-compliance;
- xii. Numbers of successful completion of subsidized placements (defined as completing the agreed upon terms of the SEE placement);
- xiii. Number of placements converted from subsidized to unsubsidized employment with the same employer;
- xiv. Number of placements converted from subsidized to unsubsidized employment *not* with same employer;
- xv. Number of subsidized to unsubsidized employment placements that maintain employment for 3 months;
- xvi. Number of subsidized to unsubsidized employment placements that maintain employment for 6 months;
- xvii. Number of subsidized to unsubsidized employment placements that maintain employment for 12 months; and
- xviii. Number of participants that transitioned off of TANF assistance due to SEE employment.

b) SEE Quarterly Narrative Report

In addition, the Provider will be required to submit a quarterly report per island to include but not limited to the following information:

- i. Average starting wage for SEE subsidized placements;
- ii. Wage increase trends for participants in subsidized employment placement and average time for the wage increase to occur;
- iii. Top 5 occupations being filled by SEE subsidized placements;
- iv. Top 10 businesses that have the greatest number of active SEE placements;
- v. Top 10 businesses that have the greatest number of subsidized placements and hired participants for unsubsidized employment;
- vi. Number of Community job fairs attended;

- vii. SEE Job Fairs planned or completed (as applicable) and a brief description of the event to include but not limited to:
 - How many employers participated;
 - How many participants attended; and
 - How many placements that resulted from the Job Fair;
- viii. Concerns, issues, or job market trends that impact the functions, effectiveness, or expectations of the SEE program;
- ix. Participant and employer evaluation analysis
 - How many evaluations completed by SEE employers;
 - How many evaluations were completed by participants; and
 - Brief analysis of results;
- x. Success stories;
- xi. Status on any special projects or requests made by the Department; and
- xii. For each SEE employer
 - Number of participants hired for SEE subsidized employment;
 - Number of participants that transitioned from subsidized to unsubsidized employment; and
 - Brief summary, explanation, or analysis of SEE employer hiring and retention trends.

c) Limited English Proficiency (LEP) Report

An interpreter service program report must be submitted on a quarterly basis. The quarterly report contains data regarding interpreter services provided to Limited-English Proficiency (LEP) participants for the report quarter. The Department will provide the standard format for the report. The report includes, but is not limited to the following:

- i. Number of LEP participants required language assistance services;
- ii. Primary language spoken by each LEP person; and
- iii. Type of interpreter (and agency, if applicable).

d) Fiscal Data Reporting

Refer to Section 2.5

C. Facilities

The Provider must secure adequate facilities, and shall be in compliance to the (American Disability Act) ADA requirements to provide this service. Such

facilities shall consider accessibility and security needs of the population being served.

2.5 COMPENSATION AND METHOD OF PAYMENT

A. Introduction

The compensation and method of payment will be based on the pricing structure designated in this RFP. Applicants are required to submit a cost proposal as part of the proposal application. The Department shall select the applicable cost proposal subject to the legal standing of the applicant organization; e.g., non-profit, that is in the best interests of the State of Hawaii.

B. Pricing Structure

1. Cost Reimbursement

The Department shall consider cost proposals on a “cost –type” or “pure reimbursement” pricing structure from the applicants who are non-profit organizations licensed to do business in the State of Hawaii. “Cost type” involves the payment of all incurred costs within a predetermined total estimate cost.

2. Cost Plus

The Department shall also consider cost proposals based on a “cost-plus-fixed-fee” from the applicants who are for-profit organizations licensed to do business in the State of Hawaii. “Cost-plus-fixed-fee” allows for payment of all incurred costs within a predetermined amount plus an agreed upon fee which will not change. The Department anticipates these fees to be limited to 10% or less of the contract award. These fees must be within the contract ceiling. The Department reserves the right to negotiate the finalized amount of fixed fees within the limits discussed above.

C. Billing and Payment Procedures

The Provider must submit monthly invoices specifying the amount due and certifying that services requested under the Contract have been performed by the Provider in accordance with the Contract.

Final Payment: The Provider will be expected to submit a final expenditure report on a Department approved form no later than 45 days after the end of each contract period. Final payment will be subject to:

1. Receipt of a valid tax clearance certificate that is not older than two months from its issue date;

2. Receipt of all reports and other materials due to the Department;
3. Resolution of all fiscal or performance discrepancies; and
4. Resolution of all other outstanding matters.

Section 3

Proposal Application Instructions

Section 3

Proposal Application Instructions

General instructions for completing applications:

- *Proposal Applications shall be submitted to the state purchasing agency using the prescribed format outlined in this section.*
- *The numerical outline for the application, the titles/subtitles, and the applicant organization and RFP identification information on the top right hand corner of each page should be retained. The instructions for each section however may be omitted.*
- *Page numbering of the Proposal Application should be consecutive, beginning with page one and continuing through for each section. See sample table of contents in Section 5.*
- *Proposals may be submitted in a three ring binder (Optional).*
- *Tabbing of sections (Recommended).*
- *Applicants must also include a Table of Contents with the Proposal Application. A sample format is reflected in Section 5, Attachment B of this RFP.*
- *A written response is required for **each** item unless indicated otherwise. Failure to answer any of the items will impact upon an applicant's score.*
- *Applicants are **strongly** encouraged to review evaluation criteria in Section 4, Proposal Evaluation when completing the proposal.*
- *This form (SPOH-200A) is available on the SPO website (Refer to Section 1.2 Website Reference). However, the form will not include items specific to each RFP. If using the website form, the applicant must include all items listed in this section.*

The Proposal Application is comprised of the following sections:

- *Proposal Application Identification Form*
- *Table of Contents*
- *Program Overview*
- *Experience and Capability*
- *Project Organization and Staffing*
- *Service Delivery*
- *Financial*
- *Other*

3.1 Program Overview

Applicant shall give a brief overview to orient evaluators as to the program/services being offered.

3.2 Experience and Capability

A. Necessary Skills

The applicant shall demonstrate that it has the necessary skills, abilities, and knowledge relating to the delivery of the proposed services.

B. Experience

The applicant shall provide a description of projects/contracts pertinent to the proposed services.

The applicant shall include contact names, addresses, and e-mail/phone numbers of project references. The Department reserves the right to contact references to verify experience.

C. Quality Assurance and Evaluation

The applicant shall describe its own plans for quality assurance and evaluation for the proposed services, including methodology.

D. Coordination of Services

The applicant shall demonstrate the capability to coordinate services with other agencies and resources in the community.

E. Facilities

The applicant shall provide a description of its facilities and demonstrate its adequacy in relation to the proposed services. If facilities are not presently available, describe plans to secure facilities. Also describe how the facilities meet ADA requirements, as applicable, and the special equipment that may be required for the services.

3.3 Project Organization and Staffing

A. Staffing

1. Proposed Staffing

The applicant shall describe the proposed staffing pattern, participant/staff ratio and proposed caseload capacity appropriate for the viability of the services. (Refer to the personnel requirements in Section 2, Service Specifications, as applicable.)

2. Staff Qualifications

The applicant shall provide the minimum qualifications (including experience) for all program staff positions. (Refer to the qualifications in Section 2, Service Specifications, as applicable.)

B. Project Organization

1. Supervision and Training

The applicant shall describe its ability to supervise, train and provide administrative direction relative to the delivery of the proposed services.

2. Organization Chart

The applicant shall reflect the position of each staff and line of responsibility/supervision. Include position title, name and full time equivalency. Both the "Organization-wide" and "Program" organization charts shall be attached to the Proposal Application.

3.4 Service Delivery

Applicant shall include a detailed discussion of the applicant's approach to applicable service activities and management requirements from Section 2.1, Scope of Work, including (if indicated) a work plan of all service activities and tasks to be completed, related work assignments/responsibilities and timelines/schedules.

Applicant is expected to detail the process intended for the service delivery of this project including a specific plan that addresses how interpreter services will be provided.

3.5 Financial

A. Pricing Structure

Applicant shall submit a cost proposal utilizing the pricing structure designated by the Department. The cost proposal shall be attached to the Proposal Application.

All budget forms, instructions and samples are located on the SPO website. Refer to Section 1.2, Websites References, for website address. The following budget form(s) shall be submitted with the Proposal Application together with the Proposal Application checklist located in Section 5:

SPO-H-205	Budget
SPO-H-205A	Organization-Wide by Source of Funds
SPO-H-205B	Organization-Wide Budget by Programs
SPO-H-206A	Personnel-Salaries & Wages
SPO-H-206B	Personnel-Payroll Taxes and Fringe Benefits

SPO-H-206C	Travel-Inter-Island
SPO-H-206D	Travel-Out-of-State*
SPO-H-206E	Contractual Services-Administration
SPO-H-206F	Contractual Services-Subcontracts
SPO-H-206G	Indirect Costs
SPO-H-206H	Other Costs
SPO-H-206I	Equipment Purchases*

* Expenditures require justification and prior approval from the Department.

B. Other Financial Related Materials

1. Accounting System

To determine the adequacy of the applicant's accounting system as described under the administrative rules, the following documents are requested as part of the Proposal Application (may be attached):

Audit Report (most recent)

2. Tax Clearance Certificate

An original or certified copy of a current [not older than three (3) months from issuance date], valid tax clearance certificate issued by the Hawaii State Department of Taxation (DOTAX) and the Internal Revenue Service (IRS) shall be submitted with the proposal by the due date and time. The two-part Tax Clearance Application (Form A-6) that combines DOTAX and IRS tax clearance shall be used for this purpose.

Substitution allowed: Current (within the period of this RFP) Certificate of Vendor Compliance issued by the Hawaii Compliance Express.

3.6 Other

A. Litigation

The applicant shall disclose and explain any pending litigation to which they are a party, including the disclosure of any outstanding judgment.

Section 4

Proposal Evaluation

Section 4

Proposal Evaluation

4.1 Introduction

The evaluation of proposals received in response to the RFP will be conducted comprehensively, fairly and impartially. Structural, quantitative scoring techniques will be utilized to maximize the objectivity of the evaluation.

4.2 Evaluation Process

The procurement officer or an evaluation committee of designated reviewers selected by the head of the state purchasing agency or procurement officer shall review and evaluate proposals. When an evaluation committee is utilized, the committee will be comprised of individuals with experience in, knowledge of, and program responsibility for program service and financing.

The evaluation will be conducted in three phases as follows:

- Phase 1 - Evaluation of Proposal Requirements
- Phase 2 - Evaluation of Proposal Application
- Phase 3 - Recommendation for Award

Evaluation Categories and Thresholds

Evaluation Categories

Possible Points

Administrative Requirements

Proposal Application

Program Overview	0 points
Experience and Capability	25 points
Project Organization and Staffing	10 points
Service Delivery	55 points
Financial	10 Points

100 Points

TOTAL POSSIBLE POINTS

100 Points

4.3 Evaluation Criteria

Exclusion from the submitted final proposal of any of the required documents listed under the Administrative Requirements or Proposal Application Requirements below shall disqualify the applicant from selection consideration.

A. Phase 1 - Evaluation of Proposal Requirements

1. Administrative Requirements

- Application Checklist
- Registration (if not pre-registered with the State Procurement Office)
- Tax Clearance Certificate
- Certifications

2. Proposal Application Requirements

- Proposal Application Identification Form (Form SPOH-200)
- Table of Contents
- Program Overview
- Experience and Capability
- Project Organization and Staffing
- Service Delivery
- Financial (All required forms and documents)
- Program Specific Requirements (as applicable)

B. Phase 2 - Evaluation of Proposal Application (100 Points)

Scoring for each bulleted item identified below in section 1 through 4 is assigned a value of 0 through 5 points. The following is an explanation of the point assignments:

Points

- 5= Very satisfactory
- 4= More than satisfactory
- 3= Satisfactory
- 2= Less than satisfactory
- 1= Unsatisfactory
- 0- No addressed (no credit)

Program Overview: No points are assigned to Program Overview. The intent is to offer the applicant an opportunity orient evaluators as to the service(s) being offered.

1. Experience and Capability (25 Points)

The Department will evaluate the applicant's experience and capability relevant to the proposal contract, which shall include:

A. Necessary Skills

- Demonstrated skills, abilities, and knowledge relating to the delivery of the proposed services; _____
- Demonstrated a thorough understanding of the purpose and scope of services activity. _____
- Described how the proposed service is designed to meet the pertinent issues and problems related to the service activity. _____

B. Experience

- Demonstrated experience related to the delivery of the proposed service, including experience with developing a wide range of occupations and subsequently placing a significant proportion of low-skilled individuals in employment. _____
- Described projects/contracts implemented in the last 5 years that are pertinent to the proposed services. _____
- Demonstrated experience gathering and reporting performance data. _____

C. Quality Assurance and Evaluation

- Provided sufficient quality assurance and evaluation plans for the proposed services, including methodology. _____

D. Coordination of Services

- Demonstrated capability to coordinate services with other agencies and resources in the community. _____

E. Facilities

- Described adequacy of facilities relative to the proposed services. _____

2. *Project Organization and Staffing (10 Points)*

The Department will evaluate the applicant's overall staffing approach to the service that shall include:

A. **Staffing**

- Proposed Staffing: Specifically described how the proposed staffing pattern, client/staff ratio, and proposed caseload capacity is reasonable to insure viability of the services. _____
- Staff Qualifications: Described minimum qualifications (including experience) for staff assigned to the program. _____

B. **Project Organization**

- Supervision and Training: Demonstrated ability to supervise, train and provide administrative direction to staff relative to the delivery of the proposed services. _____
- Organization Chart: Approach and rationale for the structure, functions, and staffing of the proposed organization for the overall service activity and tasks. _____

3. *Service Delivery (55 Points)*

Evaluation criteria for this section will assess the applicant's approach to the service activities and management requirements outlined in the Proposal Application.

- Described the overall program content and design. _____
- Demonstrated an understanding of the target group, various service activities and sequence of events. _____
- Presented evidence of cooperation and collaboration, and willingness to follow DHS requirements, policies and procedures. _____
- Presented evidence of building strong business partnership with community organizations including educational/vocational institutions. _____
- Presented evidence of building strong employer partnerships. _____
- Presented evidence of involvement in business/community associations. _____
- Demonstrated evidence of the ability to plan and host Job Fairs. _____

- Demonstrated a culture of consistency in follow up on customer service complaints from clients as well as business partners. _____
- Described staff/program management activities. _____
- Proposed a work plan for program implementation that is logical, reasonable, and attainable and provides for public relations and community collaboration. _____

4. Financial (10 Points)

- Personnel costs are reasonable and comparable to positions in the community. Non-personnel costs are reasonable and adequately justified. The budget fully supports the scope of services and requirements of the Request for Proposal. _____
- Demonstrated solid financial stability and accounting practices. Provided the most recent audit report available. _____

TOTAL _____

C. Phase 3 - Recommendation for Award

Each notice of award will contain a statement of findings and decision for the award or non-award of the contract to each applicant.

Section 5

Attachments

- A. Proposal Application Checklist
- B. Sample Table of Contents

Proposal Application Checklist

Applicant: _____ RFP No.: _____

The applicant's proposal must contain the following components in the order shown below. Return this checklist to the purchasing agency as part of the Proposal Application. SPOH forms are on the SPO website.

Item	Reference in RFP	Format/Instructions Provided	Required by Purchasing Agency	Applicant to place "X" for items included in Proposal
General:				
Proposal Application Identification Form (SPOH-200)	Section 1, RFP	SPO Website*	X	
Proposal Application Checklist	Section 1, RFP	Attachment A	X	
Table of Contents	Section 5, RFP	Section 5, RFP	X	
Proposal Application (SPOH-200A)	Section 3, RFP	SPO Website*	X	
Provider Compliance	Section 1, RFP	SPO Website*	X	
Cost Proposal (Budget)			X	
SPO-H-205	Section 3, RFP	SPO Website*	X	
SPO-H-205A	Section 3, RFP	SPO Website* Special Instructions are in Section 5	X	
SPO-H-205B	Section 3, RFP,	SPO Website* Special Instructions are in Section 5	X	
SPO-H-206A	Section 3, RFP	SPO Website*	X	
SPO-H-206B	Section 3, RFP	SPO Website*	X	
SPO-H-206C	Section 3, RFP	SPO Website*	X	
SPO-H-206D	Section 3, RFP	SPO Website*	X	
SPO-H-206E	Section 3, RFP	SPO Website*	X	
SPO-H-206F	Section 3, RFP	SPO Website*	X	
SPO-H-206G	Section 3, RFP	SPO Website*	X	
SPO-H-206H	Section 3, RFP	SPO Website*	X	
SPO-H-206I	Section 3, RFP	SPO Website*	X	
SPO-H-206J	Section 3, RFP	SPO Website*	X	
Certifications:				
Federal Certifications		Section 5, RFP		
Department & Suspension		Section 5, RFP		
Drug Free Workplace		Section 5, RFP		
Lobbying		Section 5, RFP		
Program Fraud Civil Remedies Act		Section 5, RFP		
Environmental Tobacco Smoke		Section 5, RFP		
Program Specific Requirements:				
Organizations chart(s)	Section 3, RFP		X	
Audit Report	Section 3, RFP		X	

*Refer to Section 1.2, Website Reference for website address.

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